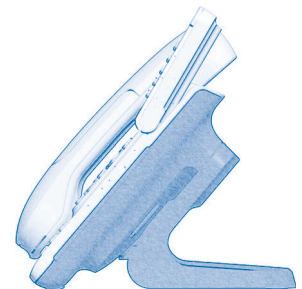
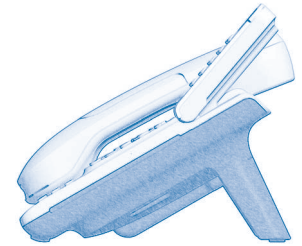


Alcatel OmniPCX Enterprise

Alcatel 4028/4029



Introduction

Thank you for choosing a telephone from the 4028/4029 range manufactured by **Alcatel**.
Your 4028 (IP set)/4029 (digital set) terminal has a new ergonomic layout for more effective communication.

- A large graphic screen, in conjunction with various keys and the navigator, allows you to make calls, configure and program your telephone,
- a receiver that is pleasant to use: it fits nicely in the hand with a flexible grip section,
- communication is even more convenient using the audio keys (loudspeaker, hands free),
- using the convenient alphabetic keypad, you can call your correspondents by name.



How to use this guide

• Actions



Lift the receiver.



Hang up.

• Keypad



Numeric keypad.



Alphabetic keypad.



Specific key on numeric keypad.

• Navigator



Move the navigation key up, down, to the left or to the right.



To go back one level (press and release) or to return to the welcome page (press and hold) ; during a conversation, can be used to access the different pages (Menu, Perso, etc.) and to return to the telephone screens.

• Display and display keys



Partial view of display.



Display key.

• Audio keys



Loudspeaker,
hands free.



Adjustment "reduce".



Adjustment "increase".

• Programmable keys and icons



Line key.



Icon corresponding to key.

• Other fixed keys



Fixed key.



MENU key.



Voice mail access key.

• Other symbols used



Means that the function is accessible from the Menu page.



Means that the function is accessible from the Perso page.



Means that the function is accessible from the Info page.



Means that the function is subject to programming. If necessary, contact your installer.



Means that the function can be accessed by pressing a programmed key - see **Program the keys for the Perso page or the add-on module**.

These symbols can be supplemented by small icons or text.

Contents

1.

Getting to know your telephone.....	p.6
-------------------------------------	-----

Description of the screens.....	p.7
---------------------------------	-----

1.1 Welcome screens.....	p.7
1.2 Call management screen.....	p.8
1.3 Application screen.....	p.8

2.

Using your telephone.....	p.9
---------------------------	-----

2.1 Making a call.....	p.9
2.2 Receiving a call.....	p.9
2.3 Using the telephone in "Hands free" mode.....	p.9
2.4 Activating the loudspeaker during a conversation (receiver lifted).....	p.9
2.5 Calling your correspondent by name (company directory).....	p.10
2.6 Make calls via your programmed call keys.....	p.10
2.7 Calling from the common directory.....	p.10
2.8 Redialling.....	p.10
2.9 Call back the last caller.....	p.10
2.10 Requesting automatic callback if internal number is busy.....	p.10
2.11 Answering an internal call in intercom mode.....	p.11
2.12 Sending DTMF signals.....	p.11
2.13 Mute, so that your correspondent cannot hear you.....	p.11

3.

During a conversation.....	p.12
----------------------------	------

3.1 Making a second call during a conversation.....	p.12
3.2 Answering a second call during a conversation.....	p.12
3.3 Switching between calls (Broker call).....	p.12
3.4 Transferring a call.....	p.12
3.5 Three-way conference with internal and/or external correspondents (conference).....	p.13
3.6 Talk simultaneously to more than 2 correspondents.....	p.13
3.7 Placing a call on hold (hold).....	p.13
3.8 Placing an outside call on hold (parking).....	p.14
3.9 Intrusion into an internal conversation.....	p.14
3.10 Adjust audio volume.....	p.14

4.

Sharing.....	p.15
--------------	------

4.1 Answering the general bell.....	p.15
4.2 Manager/secretary filtering.....	p.15
4.3 Call pick-up.....	p.15
4.4 Hunting groups.....	p.16
4.5 Calling an internal correspondent on his/her pager.....	p.16
4.6 Answering a call on your pager.....	p.16
4.7 Calling a correspondent on his/her loudspeaker.....	p.17
4.8 Sending a written message to an internal correspondent.....	p.17
4.9 Send a voice message copy.....	p.17
4.10 Sending a recorded message to a number / a distribution list.....	p.17
4.11 Broadcasting a message on the loudspeakers of a station group.....	p.18

5.

Keep in touch.....	p.19
--------------------	------

5.1 Diverting calls to another number (immediate diversion).....	p.19
5.2 Diverting your calls to your voice message service.....	p.19
5.3 When you return, consult recorded messages.....	p.19
5.4 Diverting calls to your pager.....	p.19
5.5 Forwarding your calls from the receiving terminal ("Follow me").....	p.19
5.6 Applying a selective diversion.....	p.20
5.7 Cancelling all diversions.....	p.20
5.8 Cancelling a specific diversion.....	p.20
5.9 Diverting calls when your line is busy (divert if busy).....	p.20
5.10 Do not disturb.....	p.20
5.11 Leaving a recorded message for internal callers.....	p.21
5.12 Consulting written messages.....	p.21

6.

Managing your charges.....	p.22
----------------------------	------

6.1 Charging your calls directly to business accounts.....	p.22
6.2 Finding out the cost of an outside call made for an internal user from your terminal.....	p.22

7.

Programming your telephone.....	p.23
---------------------------------	------

7.1 Initializing your voice mailbox.....	p.23
7.2 Customising your voice greeting.....	p.23
7.3 Modify the password for your phone set.....	p.23
7.4 Modify the password for your voice mailbox.....	p.23
7.5 Adjusting the audio functions.....	p.24
7.6 Adjusting screen brightness.....	p.24
7.7 Selecting the welcome page.....	p.24
7.8 Selecting language.....	p.25
7.9 Program the keys for the Perso page or the add-on module.....	p.25
7.10 Programming direct call keys.....	p.25
7.11 Programming an appointment reminder.....	p.25
7.12 Identify the terminal you are on.....	p.26
7.13 Lock / unlock your telephone.....	p.26
7.14 Configuring the audio jack of your telephone.....	p.26
7.15 Modify the associated number.....	p.26
7.16 Create, modify or consult your intercom list (max. 10 numbers).....	p.26

Guarantee and clauses.....	p.27
----------------------------	------

Getting to know your telephone



Audio keys



Hang-up key: to terminate a call.



Hands-free/Loudspeaker Key: to make or answer a call without lifting the receiver.

- Lit in hands-free mode or headset mode (short press).
- Flashing in loudspeaker mode (long press).



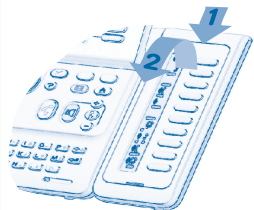
Intercom/Mute key:

- during a conversation: press this key so that your correspondent can no longer hear you.
- terminal idle: press this key to answer calls automatically without picking up the receiver.



To adjust the loudspeaker or handset volume up or down

Extension unit



An extension unit can be fitted to your telephone. This provides additional keys which can be configured as function keys, line keys, call keys etc.

To affix labels: push the holding strip of the unit backwards to you and lift it. Install the label under the keypad, in the housing designed for, and place the keypad back into position.

Display and display keys

Contains several lines and pages providing information on calls and the functions accessible via the 6 keys associated with the words on the screen.



Transfer icon: pressing the key next to this icon allows you to program or change the transfer function.



Headset connected.



Appointment programmed.



Silent mode activated.



Telephone locked.



Display keys: pressing a display key activates the function shown associated with it on the screen.

Navigation



OK key: used to validate your choices and options while programming or configuring.



Left-right navigator: used to move from one page to another.



Up-down navigator: used to scroll through the content of a page.



Back/Exit key: to return to previous menu (short press) or return to first screen (long press) ; during a conversation, provides access to welcome screens (Menu, Info, ...) and to return to the conversation icon screens.

Welcome screens



Menu page: contains all functions and applications accessible via the keys associated with the words on the screen.

Perso page: contains call line keys (allowing supervision of calls) and programmable call keys.

Info page: contains information on the telephone and the status of its functions: name, telephone number, number of messages, activation of transfer function, appointment reminder, etc.

Call display



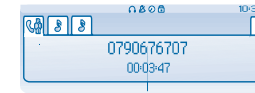
Incoming call.



Call in progress or outgoing call.



Call on hold*.



If you get two calls at the same time, you can switch from one call to the other by pressing the display key associated with each call.

Left-right navigator: used to check calls.

Function keys and programmable keys



Guide key: used to obtain information on functions of the 'menu' page and to program key of the 'perso' page.



Messaging key to access various mail services:

if the key flashes orange, a new voice message, a new text message or a call-back request has been received.



'Redial' key: to access the 'Redial' function.

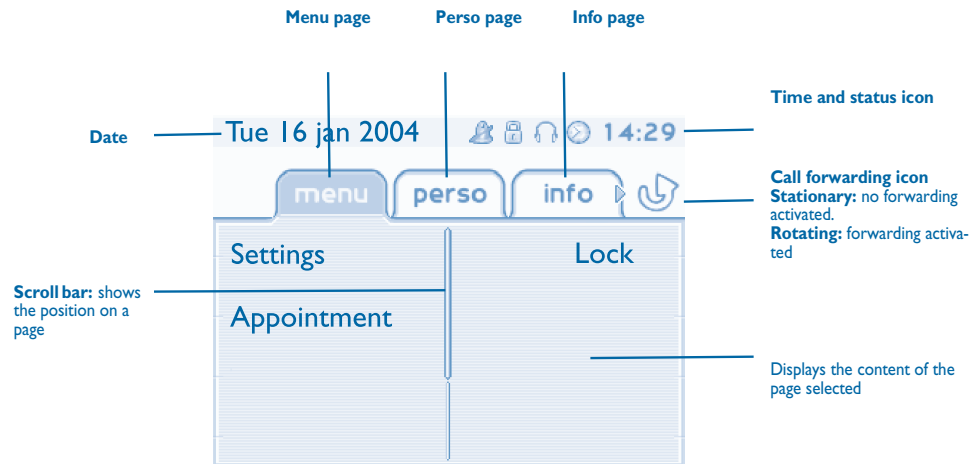


Programmable key (F1 and F2 keys):

lit when the function associated with the key is activated.

1 Description of the screens

1.1 Welcome screens



- **Menu page:** contains all functions and applications accessible via the keys associated with the words on the screen. From this page, it is possible to adjust the ringer volume and screen brightness, program the time of an appointment, lock the terminal, define the default page displayed, configure voice mail, and access telephone functions such as calling back one of the last 10 numbers or intercepting calls.



- **Perso page:** contains call line keys (allowing supervision of calls) and programmable call keys. The up-down navigator is used to access all the direct call keys (apart from those displayed by default). Direct call keys are programmed or modified via the Information key.



- **Info page:** contains information on the telephone and the status of its functions: name, telephone number, number of messages, activation of transfer function, appointment reminder, etc.



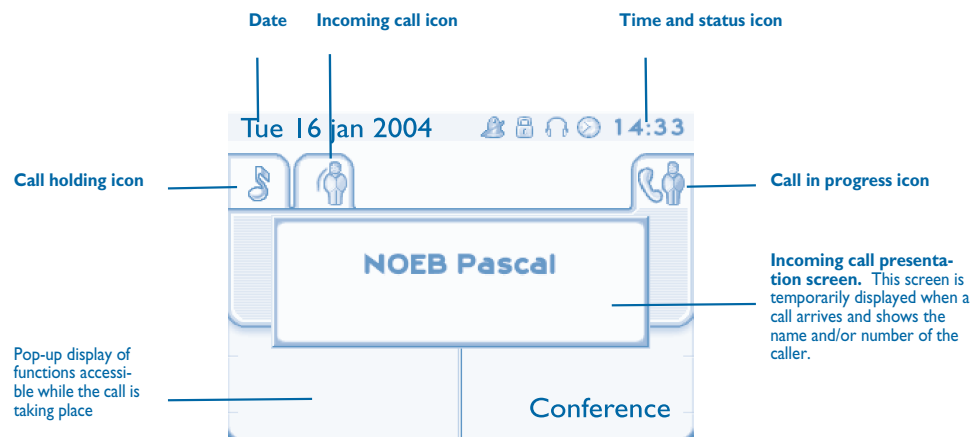
Left-right navigator:
used to move from one page to another.



Up-down navigator:
used to scroll through the content of a page.

Description of the screens

1.2 Call management screen



Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, held, arrival of new call). When a call is in progress, use the left-right navigator to look at held or incoming calls.



Use the up-down navigator to display the functions accessible. These functions (transfer, conference, etc.) are directly related to the status of the call consulted. For example, the transfer function will not be available between a call in progress or a held call and an incoming call.

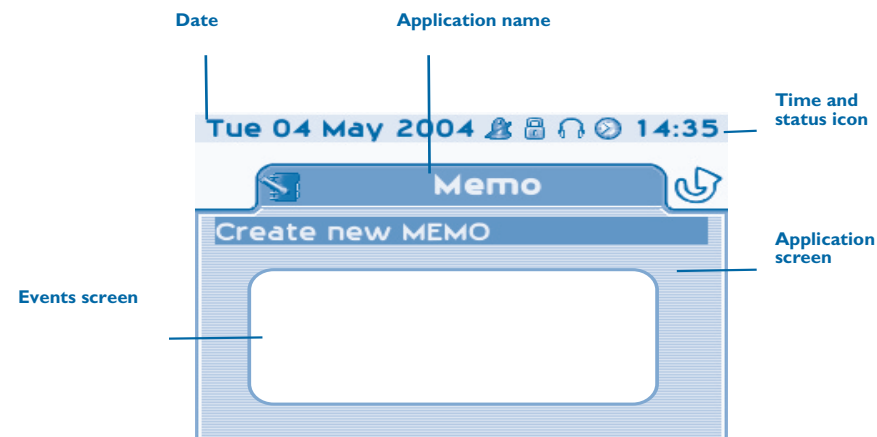


Back/Exit key: used to switch from a telephone screen to an application screen. For example, can be used while a call is in progress to look up a number, program an appointment reminder, etc.



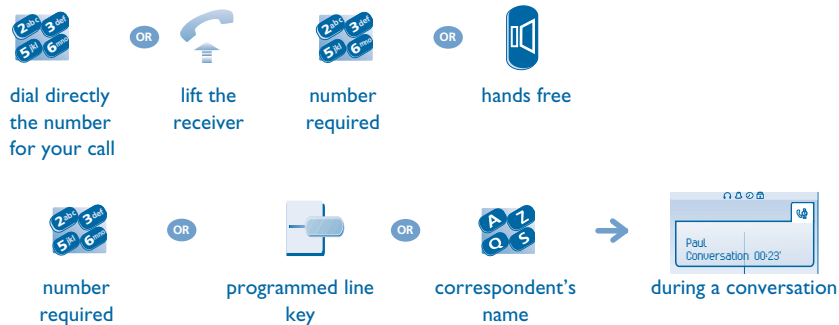
Calls can also be managed from the Perso page.
While the call is in progress, press the Back/Exit key and display the Perso page.
Calls in progress or waiting are displayed on the different line keys. It is then possible to converse with the caller of your choice by pressing the key associated with him.

1.3 Application screen



- **Application screen:** displays information relevant to programming or configuring the telephone.
- **Events screen:** displays events connected to the programming or configuration operations in progress, confirmation, rejection, error, etc.

2.1 Making a call



To make an external call, dial the outside line access code before dialling your correspondent's number. 9 is the default code for an outside line.

For the operator, dial '0' (by default).

- If the internal or outside number does not reply:



2.2 Receiving a call



2.3 Using the telephone in 'Hands free' mode

- Terminal idle:

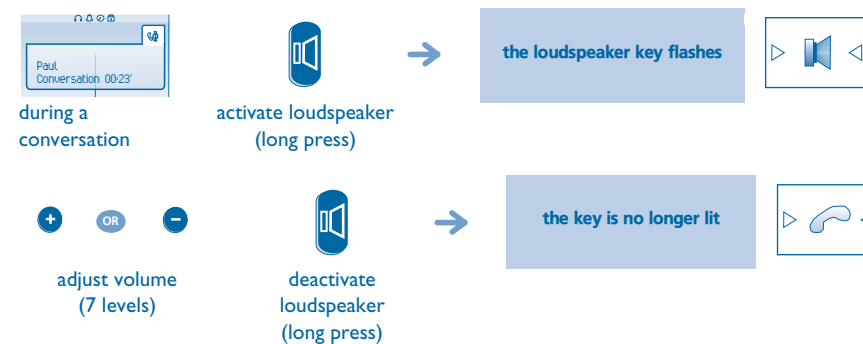


- Call in progress:



During a conversation, you can lift the receiver without terminating the call.

2.4 Activating the loudspeaker during a conversation (receiver lifted) - Loudspeaker.



press and release the loudspeaker key to switch to hands free mode (light steady).

Using your telephone

2.5 Calling your correspondent by name (company directory)



enter the name or initials or the surname and first name of your correspondent



select the type of search you want (last name, last name and first name* or initials*)



Display of all the correspondents meeting the search criteria



display the previous and next names

OR



press the key associated with the correspondent to call

OR



modify the search

*Name must be entered in format name/space/first name.

2.6 Make calls via your programmed call keys

Perso



access the 'Perso' page



find the correspondent you want to call from the programmed call keys



call the chosen correspondent

2.7 Calling from the common directory

Your terminal has access to a common directory of outside numbers.



directory number

2.8 Redialling

Menu



'Redial' key

OR



reach the 'Menu' page



last number redial

2.9 Call back the last caller (whose call was not answered)

Menu



caller

Callback last



reach the 'Menu' page



call back the last caller

2.10 Requesting automatic callback if internal number is busy

internal number busy



callback request acknowledged



Using your telephone

2.11 Answering an internal call in intercom mode

You can answer without lifting the receiver. When you receive an internal call, your telephone rings and you are connected directly in hands free mode. The screen shows the caller's identity.

- **To activate - Terminal idle:**



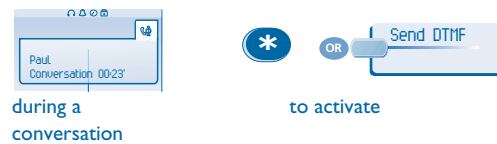
 *When your caller hangs up, intercom mode remains active.*

- **To deactivate - Terminal idle:**



2.12 Sending DTMF signals

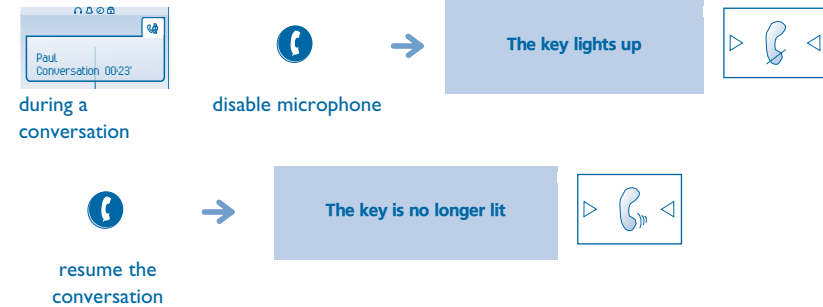
During a conversation you sometimes have to send DTMF signals, such as with a voice server, an automated attendant or a remotely consulted answering machine.



 *The function is automatically cancelled when you hang up.*

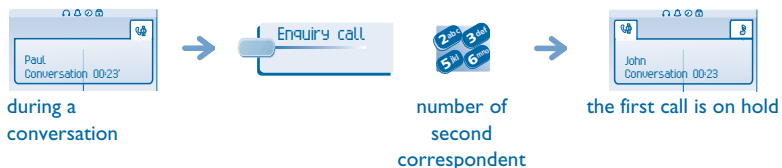
2.13 Mute, so that your correspondent cannot hear you

You can hear your correspondent but he/she cannot hear you:



3 During a conversation

3.1 Making a second call during a conversation



• Other methods for calling a second correspondent



Dial directly the number for your call.



Name of second correspondent.



- To access the 'Redial' function (press and hold).
- Call back on the last 10 number dialed (short press).



Programmed line key.

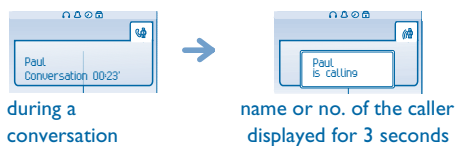
• To cancel your second call and recover the first:



If you make an error, hang up: your telephone will ring and you will recover your first call.

3.2 Answering a second call during a conversation

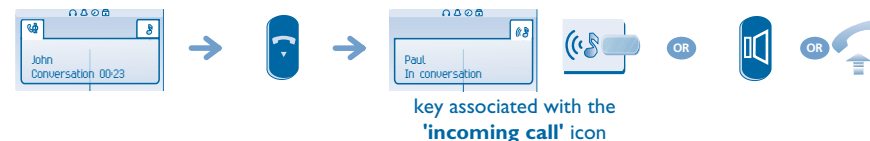
• A second correspondent is trying to call you:



■ Answer call displayed:

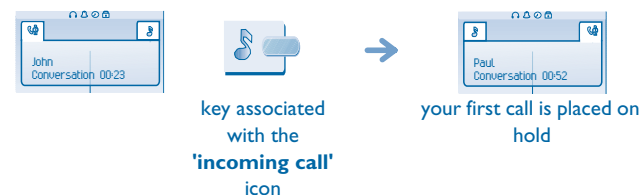


• To return to your first caller and end the conversation in progress:



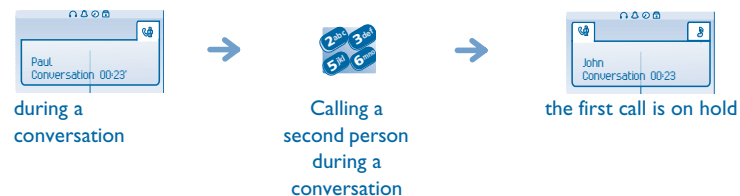
3.3 Switching between calls (Broker call)

During a conversation, a second call is on hold.
To accept the second call:



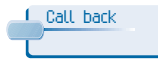
3.4 Transferring a call

• To transfer your call to another number:



During a conversation

- If the number receiving the transfer answers:



You can also transfer your call immediately, without waiting for the number to answer, using either of the two methods described above.

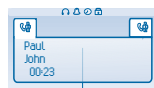
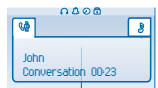


Transfer between two outside calls is not generally possible (depends on country concerned and system configuration).

Three-way conference with internal and/or external correspondents (conference)

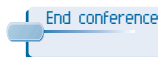
3.5

- During a conversation, a second call is on hold:

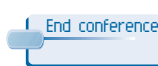


select the 'conference' function

- Cancel conference and return to first correspondent (if conference is active):



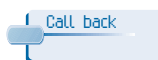
- Hang up on all correspondent (if conference is active):



OR



- After the conference, to leave your two correspondents talking together:



OR

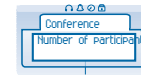


3.6 Talk simultaneously to more than 2 correspondents

You are in a conference call with 2 correspondents. To add another correspondent to the conference:



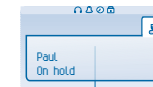
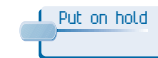
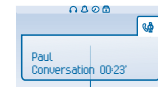
correspondent's name or number



3.7 Placing a call on hold (hold)

- **Exclusive hold:**

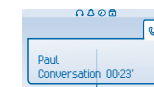
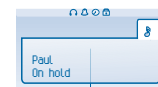
During a conversation, you wish to place the call on hold and recover it later, on the same telephone.



during a conversation

your call is placed on hold

- **Recover the call on hold:**

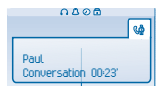


key associated with the 'incoming call' icon

During a conversation

Common hold:

To recover your call on any telephone in your system.



during a conversation

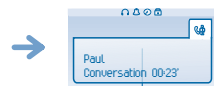
Recover the call on hold from any telephone:



your call is placed on hold



key associated with the 'incoming call' icon



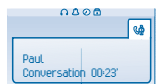
3.8 Placing an outside call on hold (parking)



call

Park/retrieve

You can place an outside call on hold and recover the call on another telephone:



during a conversation



A parking announcement message is displayed on the screen of the parking destination set.

To recover the parked call:



call

Park/retrieve

To automatically take the parked call, pick up the handset of the parking destination set.



reach the 'Menu' page



If the parked call is not recovered within a preset time (default value 1 min 30), it is transferred to the operator.

3.9 Intrusion into an internal conversation

Your correspondent's line is busy. If the number is not "protected" and if authorised, you can intrude into the call:



same key to exit

Protection against intrusion:



protection

Intrusion



press programmed key



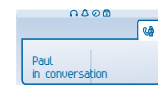
enter the number



Protection is cancelled when you hang up.

3.10 Adjust audio volume

During a call, to adjust the volume level of the loudspeaker or receiver:



during a conversation



adjust audio volume

4.1 Answering the general bell

Menu



call pick up Night service

When the operator is absent, outside calls to the operator are indicated by a general bell. To answer:



reach the 'Menu' page



4.2 Manager/secretary filtering



Screened list

System configuration allows "manager/secretary" groups to be formed, so that the manager's calls can be directed to one or more secretaries.

- From the manager's or secretary's telephone:



press
programmed key



same key to cancel



Filtering is indicated on the manager's telephone by the icon corresponding to the "filtering" programmed key.

4.3 Call pick-up

Menu



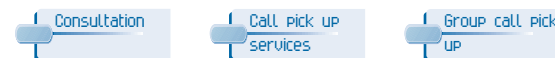
You hear a telephone ringing in an office where no-one can answer. If authorised, you can answer the call on your own telephone.

- If the telephone ringing is in your own pick-up group:

Group call pick



reach the 'Menu' page



- If the telephone ringing is not in your pick-up group:

Individual call



reach the 'Menu' page



number of
telephone
ringing



The system can be configured to prevent call pick-up on certain telephones.

4.4 Hunting groups

• Hunting group call:

Certain numbers can form a hunting group and can be called by dialling the group number.



• Temporary exit from your hunting group:

➡ hunting group Go out of



reach the 'Menu' page



• Return into your group:

➡ group Go into hunting



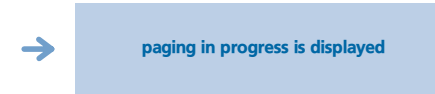
reach the 'Menu' page



Belonging to a group does not affect the management of direct calls. A specific telephone within a group can always be called by using its own number.

4.5 Calling an internal correspondent on his/her pager

The number called does not answer and you know that the person called has a pager:



Your correspondent can answer from any telephone in the system.

4.6 Answering a call on your pager

➡ Paging answer

A call on your pager can be answered from any telephone within the system.



4.7 Calling a correspondent on his/her loudspeaker

Menu

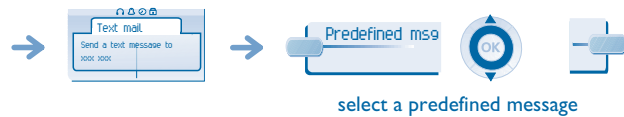
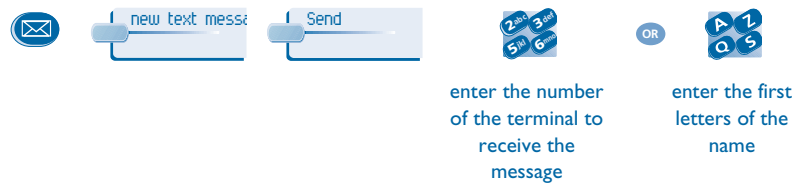
Your internal correspondent does not answer. If authorised, you can remotely activate your correspondent's phone:



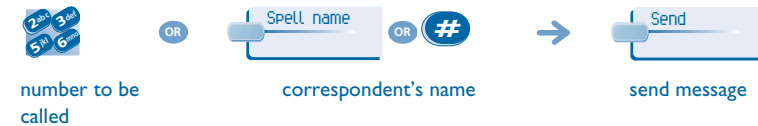
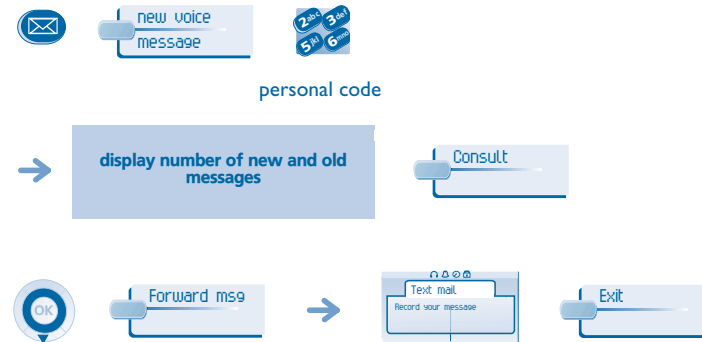
your correspondent does not reply

→ you are connected to the loudspeaker on your correspondent's phone (if he/she has the hands free function)

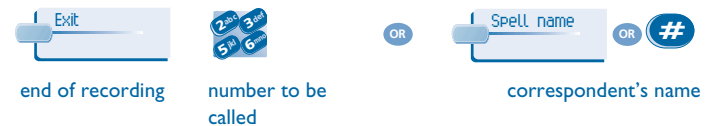
4.8 Sending a written message to an internal correspondent



4.9 Send a voice message copy

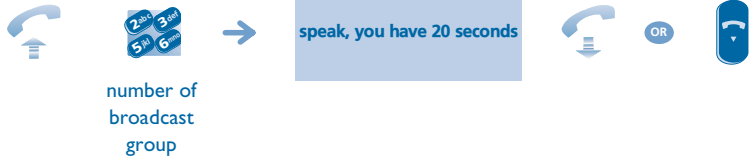


4.10 Sending a recorded message to a number / a distribution list



4.11 Broadcasting a message on the loudspeakers of a station group

A message not requiring an answer can be broadcast on the loudspeakers within your broadcast group:



The message will only be broadcast on terminals not in use and which have a loudspeaker.

5.1 Diverting calls to another number (immediate diversion)

The number can be your home, portable or car phone, voice message or an internal extension (operator, etc.).



You can make calls, but only the destination number can call you.

5.2 Diverting your calls to your voice message service



5.3 When you return, consult recorded messages

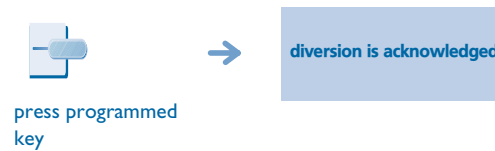
The light indicates that messages have been received.



5.4 Diverting calls to your pager

Radio paging

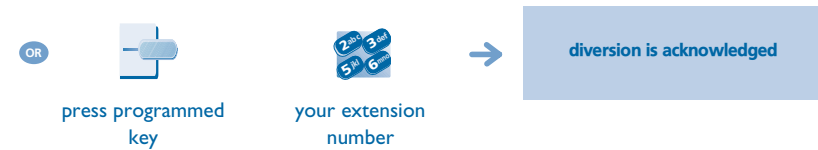
Callers will thus be able to contact you while you are moving around the company:



5.5 Forwarding your calls from the receiving terminal ("Follow me")

Remote forward

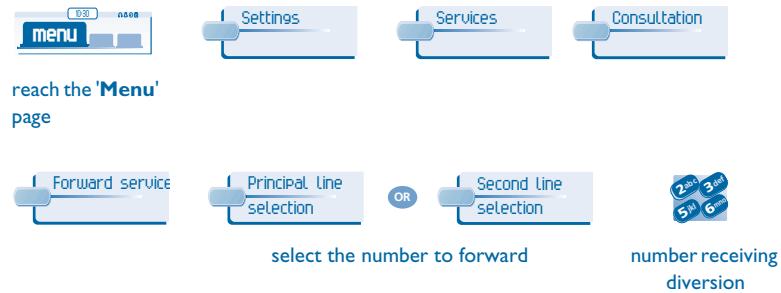
You wish to receive your calls in your present location:
Use the "Follow me" function.



5.6 Applying a selective diversion

Menu ▼

You can forward your primary number and your secondary number or numbers to different sets.



5.7 Cancelling all diversions



5.8 Cancelling a specific diversion

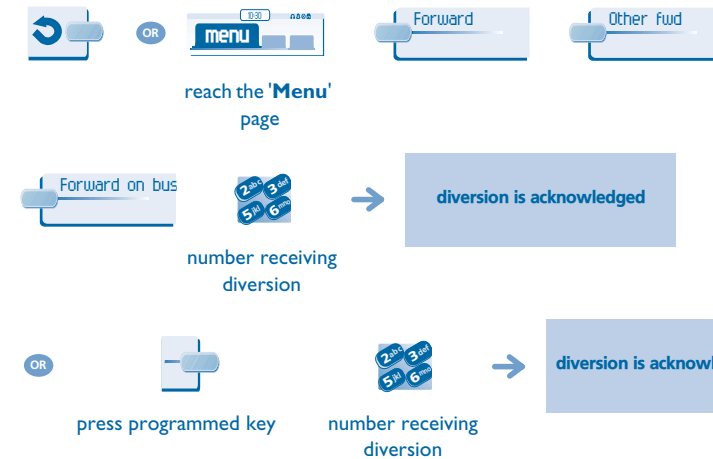


5.9 Diverting calls when your line is busy (divert if busy)

Menu

Forward on busy

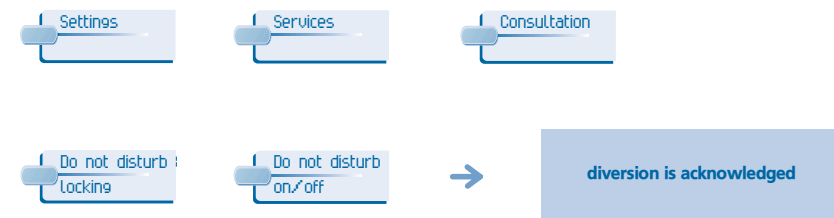
Callers will thus be able to contact you while you are moving around the company:



5.10 Do not disturb

on/off Do not disturb

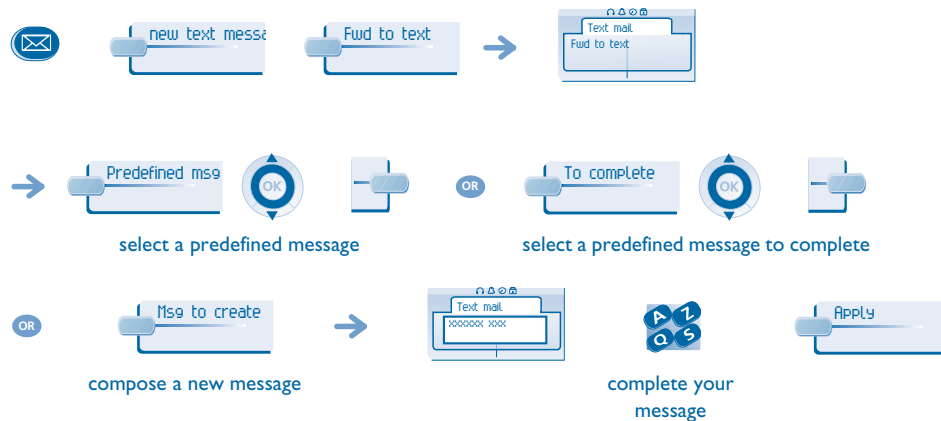
You can make your terminal temporarily unavailable for all calls.



Callers wishing to contact you will see the 'Do Not Disturb' message displayed on their sets when they try to call.

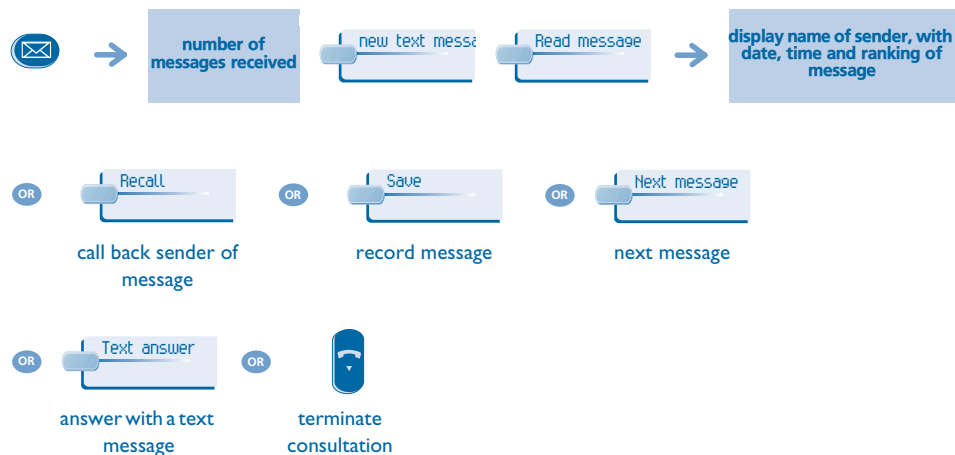
5.11 Leaving a recorded message for internal callers

You can leave a message on your terminal which will be displayed on the screen of the terminal calling you.



5.12 Consulting written messages

The light indicates that messages have been received.

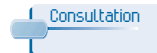


6.1 Charging your calls directly to business accounts

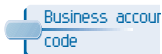
Menu



You can charge the cost of your outside calls to business account numbers.



reach the 'Menu'
page



number of business
account

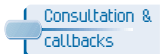


number required

6.2 Finding out the cost of an outside call made for an internal user from your terminal



reach the 'Menu'
page



7 Programming your telephone

7.1 Initializing your voice mailbox

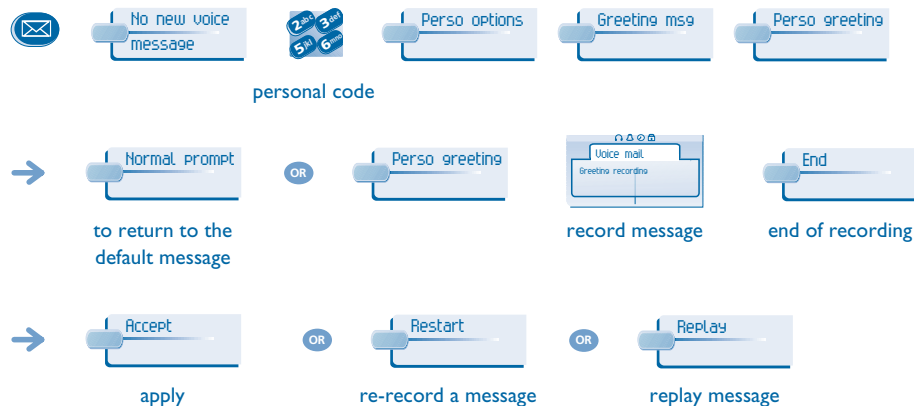


Your personal code is used to access your voice mailbox and to lock your telephone.

7.2 Customising your voice greeting

Menu

You can replace the greeting message by a personal message

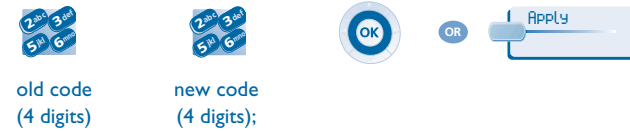


7.3 Modify the password for your phone set

Menu



reach the 'Menu' page



enter new password again to confirm



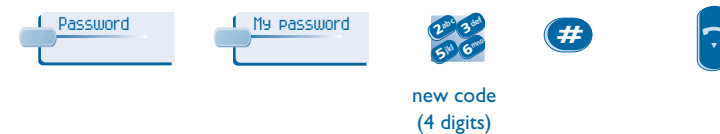
This password controls access to the programming and terminal locking functions by the user (default password: 0000).

7.4 Modify the password for your voice mailbox

Menu



personal code



As long as your voice mailbox has not been initialized, personal code is 0000.

Programming your telephone

7.5 Adjusting the audio functions

Menu



reach the 'Menu' page

▼ Choose the tune:



select the melody of your choice
(16 tunes)

▼ Adjusting the ringer volume:



select the volume of your choice:
(12 levels)

▼ activate/deactivate silent mode:



to activate

to deactivate

▼ Activate/disable meeting mode (progressive ringing):



to activate

to deactivate

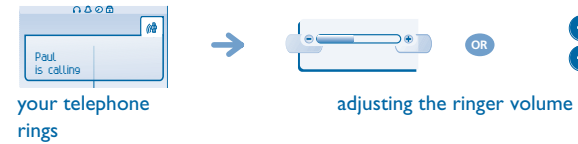
▼ Activate/deactivate discreet ring mode:



to activate

to deactivate

▼ Adjust ringer volume while a call arrives:



your telephone
rings

adjusting the ringer volume

7.6 Adjusting screen brightness

Menu



reach the 'Menu' page



increase or decrease the contrast

7.7 Selecting the welcome page

Menu

This function is used to choose the page displayed by default on the telephone.



select the default page

Programming your telephone

7.8 Selecting language

Menu



reach the 'Menu' page



enter your personal password

select the language of your choice

7.9 Program the keys for the Perso page or the add-on module

Perso

You can program call numbers and functions for the 'Perso' page keys and the add-on module keys.



reach the 'Menu' page

press the key you want to program

to program a number

to program a function

■ To program a number:



enter the number

enter the name

apply

■ To program a function:



follow informations displayed on the screen

■ Other possibilities:



modify contents of entry displayed

delete

7.10 Programming direct call keys (F1 and F2 keys)



press a programmable key (F1 or F2)

to program a number

to program a function

→ follow informations displayed on the screen

7.11 Programming an appointment reminder

Menu

You can define the time of a temporary reminder (one in 24 hours) or a permanent reminder (every day at the same time).



reach the 'Menu' page

enter time of appointment



dial the number of the appointment destination set

The 'Appointment programmed' icon is displayed on the welcome page.

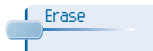
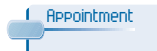
Programming your telephone

- At the programmed time, your telephone rings:



If your calls are diverted to another terminal, the diversion is not applied to the reminder call.

- To cancel your reminder request:



reach the 'Menu' page

The 'Appointment programmed' icon disappears from the welcome page.

7.12 Identify the terminal you are on

Info

The number of your telephone is displayed on the 'Info' page.



Access the Info page using the navigator.

7.13 Lock / unlock your telephone

Menu



your telephone is locked/unlocked

reach the 'Menu' page

depending the displayed informations, enter your password or confirm

7.14 Configuring the audio jack of your telephone

Menu

By default, the audio jack of your telephone can be used to connect a headset, hands free kit or loudspeaker.



reach the 'Menu' page



OR



OR



7.15 Modify the associated number

Menu

The associated number can be a phone set number, the voice mail number or the pager number.



reach the 'Menu' page



enter your personal password



enter the new associated number



acceptance of the programming is displayed

7.16 Create, modify or consult your intercom list (max. 10 numbers)

Menu



reach the 'Menu' page



follow instructions given on display

Guarantee and clauses

Independently of the legal warranty that covers this appliance, it is guaranteed for 1 year, parts and labour, counting from the date indicated on your invoice.

The invoice will be demanded if making a claim under the warranty. The warranty does not however apply in the following cases: in the event of use that does not comply with the instructions given in this user's manual, faults or damage caused by natural wear, damage resulting from a cause external to the appliance (e.g. impact, fall, exposure to dampness, etc.), noncompliant installation or modifications or repairs carried out by people who are not approved by the manufacturer or retailer.

Warning: never place your telephone in contact with water. To clean your telephone, you may however use a damp soft cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Never spray it with cleaning products.

Earpiece may retain magnetic objects.

The wording is not contractual and may be subject to change. Some functions of your telephone are controlled by a software key and the configuration of the unit.

Declaration of compliance

EC: We, Alcatel Business Systems, hereby declare that we assume the Alcatel 4028/4029 product to be compliant with the essential requirements of Directive 1999/5/CE of the European Parliament and Council. A copy of the original of this declaration of compliance can be obtained from your installer.

Alcatel Business Systems, in keeping with its policy of constant product improvement for the customer, reserves the right to modify product specifications without prior notice.

Copyright © Alcatel Business Systems. 2005. All rights reserved.